Creating a New Message:

1. On the Home Ribbon, in the New group, click New E-Mail. The message window will display.
2. Address the e-mail by entering the recipients' e-mail addresses or names in the To, Cc or Bcc box.
   If the recipient is in Outlook Contacts or Address Book, the name will display as it is typed. Press either the tab key or the enter key to select.
3. Click the To, Cc or Bcc buttons, the Address Book will display to select recipients' name.
   Note: Read about the Check Names button below and the auto-complete function in Outlook.
4. If typing in the e-mail addresses, separate multiple recipients with a semicolon.
5. In the Subject field, type the subject of the message.
6. Composed the message, click Send.

Check Names and Auto-Complete:

Outlook's auto-complete feature attempts to be helpful by suggesting e-mail names that are similar to what you're typing. After you type a couple of letters, an auto-complete suggestion is displayed.

The auto-complete suggestions come from a nickname list. The nickname list is something that Outlook builds over time as you send and receive email. Essentially it collects all the email addresses that you've sent e-mail to as they've appeared in the To, Cc or Bcc fields. If the address is not in the nickname list then the auto-complete will not display.

Outlooks “Check Name” button is a shortcut to auto-complete the entry from the Address Books.

1. Type in a few letters of the person’s name
2. Click on the Check Names button.

It will look at the characters you've typed so far and compare them to your address book entries. If there's only one match it completes the entry. If there's more than one match then it presents a list for you to choose from. The name you just entered will get added to the nickname list.

3. Finish the message.

If an address is no longer correct, deleting an address from the nickname list is also very easy: when you see it being suggested use the up or down arrow keys to highlight it, and then press delete or click on the “X” next to the entry.

Reply or Forward a Message:

1. On a received message, in the Respond group, click to the one of the following options:
   a. Reply the sender will automatically be in the recipient field.
   b. Reply All will automatically add all persons who received the original e-mail.
   c. Forward will need the recipients added to the To, Cc or Bcc fields.
2. Compose a message.
3. Click Send.

Resend an E-mail:

1. On the Navigation Pane, click on Sent Items. The sent items will display in the Information Pane.
2. Open the message.
3. On the Message Ribbon in the Move group, click on the Actions option.
4. Select the Resend option.
5. A new message will display with all information and attachments that were originally sent.
6. Click on Send.

Recall/Retract a Message:

1. On the Navigation Pane, click on Sent Items. The sent items will display in the Information Pane.
2. Open the message.
3. On the Message Ribbon in the Move group, click on the Actions option.
4. Select the Recall option.

   Note: A message can only be Recalled if the recipient is a KDOA Employee. We can not recall a message from another mail system.
5. A Recall dialog box displays with two recall options:
   a. Delete the unread message
   b. Delete the unread message and replace it with a new message
6. Select the option and click OK. A notice will display on the original message that you attempted to recall the message. Upon the success or failure of the recall, a notice will be sent to the inbox.

Add an Attachment:

1. On the message window, on the Message tab, in the Include group, click Attach File.
2. Browse to and select the file that you want to attach, and then click Insert.
3. A new Attached field will be added to the message with the file noted.

Creating A Signature:

1. Open a message window.
2. Click on Signature on the Message Ribbon.
3. Select Signatures... from the drop down list.
4. The Signatures and Stationery window will display. Click on the New button.
5. In the dialog box that displays, type in the Name for the Signature. (Example = Formal)
6. The Name will be added to the Select signature to edit box. It should be highlighted.
7. Type in the signature in the Edit signature field.
8. Select the signature as the default for New Messages and/or for Replies/Forwards. The signatures can be changed on the message window.
9. Click on the Save button.
10. Continue to add different signatures, if desired.
11. When finished, click the OK button.

Add or Change A Signature:

1. Open a message window.
2. Click on Signature on the Message Ribbon.
3. Select the Signature from the drop down list.
4. Signature is added or changed.

Activate an Out of the Office Rule:

1. Select the File Ribbon.
2. Click Info tab.
3. Click Automatic Replies (Out of Office) button.
4. If this option is grayed out, you are offline or not connected to the internet and will not be able to use this feature.
5. Complete the information as needed.
6. Features:
    a. Can set a timeframe for the away message to be active. No more forgetting to turn of the away message.
    b. The option to create two different out of the office messages, one for persons inside KDOA Organization and one for persons outside of KDOA Organization. If you want both to receive an away message, both tabs needs to be completed.

Team Calendar Share:

You will see a Team: (Your Supervisors Name) on the Calendar navigation pane. This is an automatic function with Outlook. Outlook groups all persons with the same Supervisor as a team and displays them on the Calendar and in the Quick Steps group on the Mail menu on the Home ribbon.

Creating a New Calendar:

1. In the Calendar window, Click on the Folder Ribbon.
2. Click on the New Calendar icon. The Create New Folder dialog box will display.
3. Enter the name of the calendar in the Name field.
4. Click on OK. The new calendar appears in the Calendar Navigation Pane.
5. To view a calendar, select the check box for the calendar.

Sharing a Calendar:

Important: The "Default" setting for all KDOA calendars is "Free/Busy time". This will allow a person without specific permissions to simply view your calendar with the appointments showing the word “busy”, no other information will be displayed.

1. In the Calendar window, Click on the Folder Ribbon.
2. Click on the Share Calendar icon. The Sharing Invitation Window will display.
3. In the To field, enter the person(s) who the sharing invitation will be sent
4. Select the appropriate access level of the share.
   a. Availability Only - Time will be shown as "Free", "Busy" or "Out of Office" - No details.
   b. Limited Details - Time will be shown as "Free", "Busy" or "Out of Office", the subject of the calendar item will be viewable.
   c. Full Details - All details will be viewable.
5. Enter a message if desired.
6. Click on Send.

   The recipient sees an E-Mail notification that you have shared your calendar. You can also request that the recipient share his or her Calendar with you.

Opening a Shared Calendar

1. In the Calendar window, Click on the Home Ribbon.
2. Click on the Open Calendar icon.
3. Select the method to locate the persons calendar:
   a. By Address Book
   b. Open Shared Calendar (type in persons name).
4. Click OK.
5. Calendar is added to the Navigation Pane.

Selecting Conference Room Calendars

1. In the Calendar window, Click on the Home Ribbon.
2. Click on the Open Calendar icon.
   a. Select From Room List
3. Select the Room or Rooms
4. Click OK
5. Room(s) is added to the Navigation Pane.

View a Shared Calendar from the Sharing Invitation:

1. Open the invitation.
2. Click on the Open this Calendar icon
3. The shared calendar is now available in the Calendar group under "Shared Calendars" in the Navigation Pane.
4. Click on the check box next to the calendar name to display.

Change Sharing Permissions:

1. In the Calendar window, Click on the Home Ribbon.
2. Click on the Calendar Permissions icon. The Calendar Properties dialog box will display.
3. Click the Add button and then select the Persons name.

   Important: The entry "Default" includes all KDOA e-mail accounts. Under normal circumstances, you should not assign permissions to it; leave it set to "Free/Busy time". If you grant or remove any permissions or assign a role to it, you are granting or removing those permissions for everyone with a KDOA e-mail account.

4. From the Permission Level drop-down box, select the access role level (listed below).
   If you wish to grant only the ability to view items in this folder, assign the role of Reviewer.
5. Click on the Apply button.
6. Click on the OK button.

Permission Level	You Can
Owner	Create, read, modify, and delete all items and files, and create subfolders. As the folder owner, you can change the permission levels that other people have for the folder.
Publishing Editor	Create, read, modify, and delete all items and files, and create subfolders.
Editor	Create, read, modify, and delete all items and files.
Publishing Author	Create and read items and files, create subfolders, and modify and delete items and files that you create.
Author	Create and read items and files, and modify and delete items and files that you create.
Contributor	Create items and files only. The contents of the folder do not appear.
Reviewer	Read items and files only.
Custom	Perform activities defined by the folder owner.
None	You have no permission. You cannot open the folder.

Outlook 2010 How To Instructions - Appointments

Creating a New Appointment: (personal appointment)

1. Three different ways to start an appointment:
   a. On the Home Ribbon, click on the New Items icon and select Appointment.
   b. In Calendar, on the Home tab, in the New group, click New Appointment.
   c. Right mouse click a time block in your calendar grid, and then click New Appointment.
2. Enter a Subject in the Subject field.
3. Enter a Location in the Location field.
   Note: There is a location drop down box which will list all the location you have previously used. This is a recent list, not all resources (conference rooms) will be listed.
4. Enter the date, start and end times.
5. To show others your availability during this time, click the Show As drop down box and select your availability status, (Free, Tentative, Busy or Out of Office).
6. By default, a reminder appears 15 minutes before the appointment start time. To change when the reminder appears, click the Reminder drop down box and select the new reminder time. To turn the reminder off, click None.
7. Click Save & Close.

Creating a New Meeting Invitation: (appointment with attendees)

1. Three different ways to start an meeting invitation:
   a. On the Home Ribbon, click on the New Items icon and select Appointment.
   b. In Calendar, on the Home tab, in the New group, click New Appointment.
   c. Right mouse click a time block in your calendar grid, and then click New Appointment.
2. On the Appointment window, Click on the Invite Attendees button. This will switch the window to a Meeting Invitation.
3. Enter a Subject in the Subject field.
4. Enter a Location in the Location field. To enter a location do one of the following:
   a. Select a recent location from the location drop down box
   b. Click on the Rooms... button. This will display a Select Rooms dialog window listing all the Conference Rooms. The Room Finder and Scheduling Assistant are explained later in this module.
   c. Type in a Location (i.e. My Office, Your Office, etc.)
5. Enter the date, start and end times.
6. To show others your availability during this time, click the Show As drop down box and select your availability status, (Free, Tentative, Busy or Out of Office).
7. By default, a reminder appears 15 minutes before the appointment start time. To change when the reminder appears, click the Reminder drop down box and select the new reminder time. To turn the reminder off, click None.
8. Click Save & Close.

The Scheduling Assistant: (busy search)

1. Create a new Meeting Invitation, include the attendees, the room(s), the date and time you would like to have the meeting.
2. Click on the Scheduling Assistant button. The view will switch to the assistant view.
3. To switch back to the Meeting Invitation, click on the Appointment button.

Creating a Recurring Meeting:

1. Create a New Appointment, including the initial date, the start and end dates.
2. On the Appointment Ribbon click on Recurrence.
3. Appointment Recurrence dialog box is displayed.
4. Select the Recurrence Pattern and the Range of Recurrence.
5. Click on OK. The Appointment window will display with an indication that this is a recurring appointment.
6. If others have been included, click on Send. If this is a personal Appointment, click Save & Close.

Outlook 2010 How To Instructions – Contacts / Address Book

Creating a New Contact:

1. On the Contact Ribbon, Click New Contact. The blank Contact General Information Window will display.
2. Enter a name and any other information that you want to include for the contact.
3. Additional information can be added by clicking the Details button.
   a. Additional fields will display, allowing you to enter more detailed information regarding your contact.
4. To save at any point do one of the following:
   a. To finish entering the contact, Click Save & Close button.
   b. To save this contact and start another Click Save & New button.
   c. To save and enter another contact from the same company or address Click the down arrow next to Save & New, and then click Contact from the Same Company.

Sharing Contacts:

1. Click on the Share Contacts button on the Home Ribbon of the contact listing window.
2. Sharing Invitation window will display
3. Enter the person(s) to share the contacts in the To: field.
4. Type a message if desired
5. Click on Send.

Creating a Contact Group:

1. In the Home tab, Click New Contact Group.
2. In the Name Field, type a name for the Contact Group.
3. On the Contact Group tab, Click Add Members button.
4. Select the location of the contacts to be added to the group.
   a. From Outlook Contacts
   b. From Address Book
   c. New E-mail Contact
5. Select Members window will display.
6. Double click on the contact(s) name. The name will be added to the Members field.
7. When complete, Click the OK button. Select Members window will close and the group listing will be displayed.
8. Save & Close button to save the group.

Creating a New Contact Folder:

1. In the Contacts listing window, right mouse click on the Contacts folder.
2. Select New Folder, the Create New Folder window will display.
3. Enter the Folder Name in the Name field.
4. Click the OK button. The Contact Folder is created.

Grant Permissions to a Contact Folder:

1. Select the Contacts Folder
2. Click on the Folder Ribbon, then click Folder Permissions. The Permission dialog window will display.
3. Click on the Add button.
4. The Global Address Book will display, select the names of the persons to have access to the Contact Folder. Once all have been selected, click the OK button.
5. The names will be listed on the permission window. Select the Name(s).
6. Under Permissions, in the Permission Level list, select the pre-defined roles or manually select the individual options.
7. Click on the OK button.

Permission Level	You Can
Owner	Create, read, modify, and delete all items and files, and create subfolders. As the folder owner, you can change the permission levels that other people have for the folder.
Publishing Editor	Create, read, modify, and delete all items and files, and create subfolders.
Editor	Create, read, modify, and delete all items and files.
Publishing Author	Create and read items and files, create subfolders, and modify and delete items and files that you create.
Author	Create and read items and files, and modify and delete items and files that you create.
Contributor	Create items and files only. The contents of the folder do not appear.
Reviewer	Read items and files only.
Custom	Perform activities defined by the folder owner.
None	You have no permission. You cannot open the folder.